

This listing of claims will replace all prior versions, and listings, of claims in the application:

1. (Currently Amended) A method, comprising:

retrieving ~~printing~~ device data from component memory of a replaceable component from a ~~printing~~ device used by a customer;

storing the ~~printing~~ device data in a customer database;

~~associating the printing device data with the customer; and~~

accessing the ~~printing~~ device data in the customer database ~~to assist the customer with solving problems related to the printing device; and~~

assisting a customer with solving problems related to the device by way of the device data.

2. (Currently Amended) The method as recited in claim 1, wherein the ~~printing~~ device data further comprises information that uniquely identifies the ~~printing~~ device.

3. (Currently Amended) The method as recited in claim 1, wherein the ~~printing~~ device data further comprises information regarding usage of the ~~printing~~ device.

4. (Currently Amended) The method as recited in claim 1, wherein the accessing the ~~printing~~ device data in the customer database further comprises accessing previously stored database information related to the customer.

5. **(original)** The method as recited in claim 4, wherein the previously stored database information is derived from memory of previously returned components.

6. **(original)** The method as recited in claim 4, wherein the previously stored database information is derived from information submitted by the customer on a registration card.

7. **(Currently Amended)** The method as recited in claim 1, wherein the ~~printing~~ device is a laser printer and the replaceable component is a toner cartridge.

8. **(Currently Amended)** The method as recited in claim 1, further comprising associating rules to be followed when ~~printing~~ device data associated with a customer meets certain criteria.

9. **(Currently Amended)** The method as recited in claim 1, further comprising:

testing the replaceable component for a defect;

if a defect is found, storing defect information in the customer database;

associating the defect information to one or more other customers referred to in the customer database that use a similar replaceable component; and

wherein the accessing the ~~printing~~ device data further comprises accessing the defect information in the customer database.

10. (Currently Amended) A system, comprising:

a recycling center to receive a used printing device replaceable component from a ~~printing device of~~ a customer, the printing device replaceable component including component memory integrated therewith storing printing device data;

a customer database that stores customer information for multiple customers, ~~including printing devices and printing device replaceable components used by the~~ customers;

a data transfer center wherein the printing device data is retrieved from the component memory and stored in the customer database; and

a customer service center configured to receive calls from the customer and to provide operator ~~access~~ assistance to the customer using at least the printing device data or other data from the customer database ~~database so that the operator can view the printing device data.~~

11. (original) The system as recited in claim 10, wherein the printing device data further comprises printing device usage information that is stored by the printing device when the printing device is operating with the replaceable component installed.

12. (original) The system as recited in claim 10, wherein the printing device data further comprises information that uniquely identifies the printing device in which the replaceable component was used.

13. (original) The system as recited in claim 10, wherein:

the printing device data further comprises a customer identifier that uniquely identifies the customer utilizing the printing device;

the database further stores the customer identifier and associate the customer identifier with the customer information related to the customer identified by the customer identifier; and

the customer service center is further configured to display the customer information related to customer in response to input of the customer identifier.

14. (original) The system as recited in claim 10, further comprising a quality assurance center where used printing device replaceable components are tested for defects and wherein the customer database further stores data regarding a defect detected in a defective replaceable component for each customer having customer information stored about a replaceable component similar to the defective replaceable component.

15. (original) The system as recited in claim 10, wherein the printing device comprises a laser printer and the replaceable component comprises a toner cartridge.

16. (Currently Amended) A method for assisting customers having problems with ~~printing~~ devices that use replaceable components with integrated component memory, the method comprising:

compiling data retrieved from the component memory of a plurality of replaceable components into a customer database;

~~accessing the customer database to view compiled data that is related to a specific customer or to a printing device that is used by a specific customer to resolve a problem the customer is having with the printing device.; and~~

assisting a specific customer so as to resolve a problem with a particular device using data within the customer database.

17. (Currently Amended) The method as recited in claim 16, further comprising storing customer information for a customer in the customer database and associating the customer information with compiled data that is related to a ~~printing~~ device used by the customer.

18. (Currently Amended) The method as recited in claim 17, further comprising acquiring the customer information for the customer from a registration card used to register the customer as the purchaser of the ~~printing~~ device used by the customer.

19. (Currently Amended) The method as recited in claim 17, further comprising associating the customer information with general data related to a ~~printing~~ device or ~~printing~~ device replaceable component used by a customer.